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CLARK COUNTY
WASHINGTON

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NEWS RELEASE

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Department of Community Development Performance Audit: Status of Implementation of Performance Audit Recommendations

Vancouver, WA – The Auditor's Office has completed a report on the implementation of the 42 recommendations made in the December 2000 performance audit of the Department of Community Development. We found that the Department has

- Completed implementing 18 recommendations, including several intended to make improvements to the department's application and inspection processes.
- Completed substantial work toward implementing 18 other recommendations, such as developing several performance measures that collect data on the time necessary to complete different parts of the application process.
- Concluded that four recommendations should not be implemented, including one intended to allow the Department to charge the customer actual (rather than estimated) costs incurred to process the customer's application. The Department concluded that the changes necessary to implement this recommendation would be too expensive.
- Implemented alternatives for two recommendations which the performance audit said were among the most important because they would have the "greatest impact upon the Department's ability to provide efficient and effective service to its customers." These recommendations were

--to make application processing more efficient by assigning a single point of contact—a Case Manager—to handle each project. The Department has recently decided to test this approach and is considering using it for large complex projects.

--to streamline the Department's "deemed fully complete" procedures, which are used to decide that there is enough information from the applicant to begin processing. The Department originally concluded that the recommendation would result in more denials of applications, and was unnecessary because of other changes already made. However, the Department recently decided to support implementing one part of this recommendation—to make the "pre-application meeting" between the Department and the customer optional.

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